

Reimbursable Technical Services

2005-07 Business Plan

EXECUTIVE SUMMARY

The E&AS Reimbursable Services Program focuses on the prime General Administration goals of helping our customers succeed, providing significant value and saving public agency money.

The E&AS Reimbursable Technical Service activity's budgeted expenditures and FTEs for the biennium 03-05 are as follows:

Reimbursable Technical Services has a biennial budget of \$780,000 and 5.7 FTEs

Retrospective

Mission

Provide professional public works project management, facilities-related technical support, consultative services and plant operations expertise to state and local governments and higher education entities by fielding a select group of highly-trained, diverse, self-sustained, flexible professional staff armed with industry leading technology.

The Plant Operations Support (POS) program was signed into law in 1997 to serve as a focal point, clearinghouse and repository for best practices and lessons learned, and to provide facilities-related technical and consultative assistance to state and local governments. The program is funded by voluntary fees for service and subscriptions. The Consortium membership has exponentially grown since then to its present size of 107 state agencies, colleges, schools, counties, cities, ports and others. Members have enjoyed more than a 5:1 ratio of benefits to costs and have avoided costs totaling more than \$22 million. The program has captured one international, eight national and four state-level awards for excellence and customer service. POS staff now broker \$16 million worth of equipment, materials and supplies per year and practice operational sustainability while providing project management, on-site assessment, benchmarking, pure research, program development and a variety of other requested services.

The Operational Data Retrieval System — “Buildings on a Disk” — has saved Technical Services customers more than \$268,000 in the past biennium and promises to be even more relevant for emergency preparedness and associated areas. Technical Services teams have also provided condition assessment services to varied clients over the past biennia, saving many thousands of dollars and enhancing overall facilities maintenance

postures. In-house design services are another often-requested Technical Services offering that remains attractive to varied customers. The latter program offerings were funded as part of the E&AS capital appropriation, but are intended to be totally self-sustaining in the 05-07 biennium (see *Strategies for the Future* below).

Current Initiatives

The E&AS Reimbursable Services program has fifteen component activities, including: Large Project Management (previously Core PM), Quality Assurance and Claims Mitigation, Firms Roster Maintenance, Core Program Administrative Support, Computer and Database Systems, Emergency Response Preparation, Marketing Core Programs Support, Plant Operations Consortium subscription program, Operational Document Retrieval System (“Buildings on a disk”), Condition Assessment, In-house Design, Small Project Management, Clerk of the Works, Job Order Contracting Administration, and Miscellaneous Reimbursable Services. This diverse range of reimbursable service provides state and local government agencies with flexible, experienced and professional resources that save taxpayer dollars. For every reimbursable dollar invested, GA customers receive two dollars in savings or avoided costs. The Reimbursable Services component activities are completely self-sustaining, customer focused and tailored for optimal production and response. The E&AS Reimbursable Program represents the informal combination of four previously separate sections within the Division: Core reimbursable Project Management, the Plant Operations Support program (award winning program initiated with RCW 43.82.160 in 1997), the Technical Services section, and the Technical Services reimbursable section. The combination of these programs creates a critical mass of highly qualified professional staff that can be flexibly assigned to provide solutions for General Administration’s customers.

Prospective

We intend to formalize the current critical mass piloted in this biennium; a unified, forward-leaning grouping of services able to be configured for customers to maximize effectiveness and cost efficiencies. It works and customers benefit from the synergies developed by combining varied approaches, numerous EAS professionals and depth of experience. All program services can be cross-complementary, with each supporting the other to form a solid customer benefit. We intend to transfer the personnel and functions of Technical Services out of the capital budget into the operating budget to form a unified critical mass of reimbursable services. Each program offering will be self-sustaining in its own right, yet each will buttress and complement other program offerings. Technical Service personnel, including four project manager FTEs will be part of the transfer. The strategic move will enable the programs to function as one unified, self-sustaining line of business in 05-07. The savings to clients resulting from these services is projected to exceed \$6,000,000 in the 05-07 Biennium. Furthermore, the remaining E&AS core services are scheduled to move out of the capital budget and into the operating budget in 07-09.

Performance Measures

	05-07	07-09	09-11
Goal:	Provide reimbursable services delivered to clients in 16 activity	Provide reimbursable services delivered to clients in 16 activity	Provide reimbursable services delivered to clients in 16 activity

	service categories	service categories	service categories
Strategies:	Maintain a flexible, diverse, self-sustaining, professional staff to support 16 activity areas.	Maintain a flexible, diverse, self-sustaining, professional staff to support 16 activity areas.	Maintain a flexible, diverse, self-sustaining, professional staff to support 16 activity areas.
Objective:	Provide a total of \$3.8 million in reimbursable services.	Provide a total of \$4.0 million in reimbursable services.	Provide a total of \$4.3 million in reimbursable services.
Performance Measures:	Total reimbursable income	Total reimbursable income	Total reimbursable income

	05-07	07-09	09-11
Goal:	Provide cost avoidance and saving to our clients	Provide cost avoidance and saving to our clients	Provide cost avoidance and saving to our clients
Strategies:	Concentrate marketing and resources in areas that generate maximum savings for clients	Concentrate marketing and resources in areas that generate maximum savings for clients	Concentrate marketing and resources in areas that generate maximum savings for clients
Objective:	Total \$6.0 million savings or avoided costs	Total \$8.5 million savings or avoided costs	Total \$10.0 million savings or avoided costs
Performance Measures:	Total calculated client savings from production formulas	Total calculated client savings from production formulas	Total calculated client savings from production formulas